

Dear citizen, Welcome to Dr. B.R. Ambedkar State Institute of Medical Sciences and Hospital Mohali.

This citizen charter is an attempt to provide the information related to hospital services for the convenience of the public. Information regarding the location of various OPD & IPD areas along with the type of services every department is catering to the public and patients is provided in this document.

Mission Humanity, Service and Equality

Location Sector-56A, Phase VI, SAS Nagar, Mohali. Pin-160055, Punjab

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EMERGENCY MEDICINE DEPARTMENT

SITUATED IN BLOCK 1 ON GROUND FLOOR

- Providing round the clock (24x7*365days) emergency services
- Managing more than 250 patients everyday
- Triaging of patients into red, yellow and green as per severity of the illness and urgency of care.
- Providing treatment for all common emergencies, burns and trauma patients with minor OT with appropriate and timely referral.

AMBULANCE Services

The hospital has 3 ambulances
Services - 1 ALS with monitor and oxygen facility
2 BLS

Blood bank number- 0172-2223637
Ext 203, 204, 205

Outdoor Patient Department (OPD)

OPD Timings- Summer :8-2 am

Winter: 9-3 am

- **Location:-Block 1**
- **OPD Room numbers:**
 - Ground floor – General Surgery -Room No. 7 and Room No.11
 - Ground floor – General Medicine -Room No. 24, 25 and 35.
 - Ground floor –Orthopaedic Room No. 08 and Room No. 09
 - Ground floor –Dermatology (Skin) - Room No. 31
 - Ground floor –Ophthalmology (Eye) -Room No. 17 and 18
 - Ground floor – Psychiatry -Room No. 29 and Room No. 29A
 - Ground floor – ENT -Room No. 15 and Room No. 16
 - Ground floor – Respiratory Medicine –Room no. 19

- **Location:- Block 2**
- **OPD registration:** Block 2 (MCH block)- Room no. 15 on Ground floor
- Ground floor- Paediatrics OPD – Room no. 1 & 5
- Ground floor- Gynae OPD – Room no. 2, 3 & 4

Diagnostic & Laboratory services

Radiology Department (Ground floor)

X ray – Room no 47 (24*7)

Ultrasound- Room no 52 (OPD timings)

Biochemistry Department

Services	<p>Blood Sugar: FBS,PP,RBS</p> <p>Renal function test: Blood urea Serum creatinine Uric acid</p> <p>Liver function test: T.Bilirubin Direct Bilirubin Indirect Bilirubin Total Protein, Albumin, Globulin ALP, SGOT,SGPT</p> <p>Lipid profile: Total Cholesterol Serum Triglycerides HDL-C LDL-C</p> <p>Electrolytes: Na,K,Cl Serum Calcium, Serum Phosphorus. LDH</p> <p>Urine for: Sugar, Albumin, Ketone bodies</p> <p>Hormones Thyroid profile, T3, T4, TSH</p> <p>Tumor marker PSA, CA125</p> <p>Fertility Profile FSH, LH, Prolactin, Testosterone</p>
Timing	<p>OPD Lab time:Summer-8am to 2pm Winter-9am to 3pm</p> <p>Emergency Lab Services 24x7</p>
Sample collection site	Room 40: Common sample collection area in the Central Lab (on all working days)
Payment	Payment as per revised user charges rates in government hospitals under PHSC
Collection of reports — Location	Common report dispatch area in the Central Lab (Room 40)

Microbiology Department

Services	<ol style="list-style-type: none"> 1. Bacteriology: Culture and sensitivity (including anaerobic, urine, pus, stool, CSF, throat swab, blood, wound, vaginal swab, ascitic fluid, BAL fluid. Staining: Gram stain, albert stain 2. Mycology: KOH mount, fungal culture 3. Parasitology: Stool microscopy 4. Serology: VDRL, RA, CRP, ASO titre, Widal, Rapid HBsAg card test, Rapid HCV card test. 5. Tuberculosis: CBNAAT, MTB TruNAT Fluorescent microscopy 6. Virology: Hepatitis A and E ELISA, Dengue NS1 and IgM ELISA, Chikungunya ELISA, COVID RAT, COVID TruNAT, COVID ID now 7. Immunology: Mantoux test
Timing	Routine Lab time: 9:00 am to 4:30 pm Emergency Lab after 4:30 pm
Sample collection site	<p>Room 40: Common sample collection area in the Central Lab (on all working days)</p> <p>Room 51: For all cultures and sensitivity test, mantoux test (on all working days)</p> <p>Room 80 (MCH building): COVID RT PCR sample collection area (on all days including holidays)</p>
Payment	Payment as per revised user charges rates in government hospitals under PHSC
Collection of reports — Location	Common report dispatch area in the Central Lab (Room 40)

Pathology Department

Blood bank number- 0172-2223637

Ext 203, 204, 205

Pathology Department

Services	<ul style="list-style-type: none"> • Hb • ESR • BT/CT • CBC • URINE A/S • URINE M/E • MALARIA • PBF
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	<ul style="list-style-type: none"> • FLUID • FNAC • PAP • BLOOD GROUP • SEMEN • PT • HISTOPATHOLOGY
Timing	Cytology&Histopathology- (Winter)- 9amto3pm (Summer)- 8 am- 2 pm Haematology – 24*7
Sample collection site	Room 40: Common sample collection area in the Central Lab (on all working days)
Payment	Payment as per revised user charges rates in government hospitals under PHSC
Collection of reports — Location	Room no. 36- OPD reports Room no. 40- Emergency & IPD reports

Indoor patient department (IPD)

General Surgery:

- Location, Block-I
- 1st Floor : 30 beds
- 3rdFloor : 64 Beds
- Facilities available: Indoor admissions, Surgery
- Visiting hours of consultant: 9 to 4:30 pm

Special Clinics :-Timing 10am to 12pm

- Location: Monday: Pediatric Surgery Room no.11
- Wednesday: Breast Clinic, Room no. 11
- Saturday: Diabetic foot clinic, Room no. 11

Orthopaedics department

- Location, Block -1
- Floor : 1st and 2nd floor
- Beds available -42
- Facilities available – Arthroplasty , Arthroscopy, Sports Medicine, Trauma services including complex trauma, deformity correction, Paediatric Orthopaedics, Foot and Ankle, Spine related problems, Geriatric Orthopaedics
- Visiting hours of consultant 9-4:30 pm

Special Clinics :-

- Location – Room number 9, OPD
- Wednesday – Arthroscopy and Sports Medicine
- Thursday – Foot and ankle

Psychiatry department

IPD :-

- Location- Make Shift Room No 5
- Floor - Ground floor
- Beds available -10
- Facilities available - Deaddiction and psychiatric nursing care
- Visiting hours of consultant 9am to 3 pm

Special Clinics :-OAAT

- Location-29 A
- Services- Out patient Opioid Assisted Treatment

Ophthalmology Department (EYE)

- Location- Make Shift Room No 4
- Floor - Ground floor
- Beds available -10
- Facilities available –Surgeries for cataract, Glaucoma, Oculoplasty & Squint

Special clinics:

Monday- Cornea clinic

Tuesday- Glaucoma clinic

Wednesday- Retina clinic

Thursday- Oculoplastics clinic

Friday- Retina clinic

Saturday- Squint

Dermatology Department (Skin)

- Location- Make Shift area
- Floor - Ground floor
- Beds available -10
- Services provided: Caters to around 2200-2500 patients every month. A variety of minor procedures are performed like electrofulgration, chemical cautery, podophyllin application, skin biopsy, intralesional therapy among others. Acne scar treatment like dermaroller/microneedling and chemical peeling are also done. Immunotherapy for the treatment of warts has also been started. Around 80-100 minor procedures are being performed every month.

Special clinics

- leprosy clinic and STI clinic – Room number 30 ,Ground floor, Block 1.

Respiratory department

Location- Block 1

Floor - Second floor
Beds available -12

Facilities available: Diagnosis and management of respiratory ailments including asthma, COPD, Tuberculosis, pleural effusion, pneumothorax, interstitial lung disease. Investigations available includes pleural aspiration, lymph node aspiration and cbnaat for tuberculosis.

ENT department

Location- Block 1
Floor - Second floor
Beds available -10

Facilities available: OTOLOGY: Tympanoplasty, Mastoidectomy, Lobuloplasty, FB removal, Canalplasty, Meatoplasty, Ossuculoplasty, Preauricular sinus excision, wax removal, audiometry, behavioural audiometry

RHINOLOGY: FESS, Septoplasty, Closed Rhinoplasty, Fracture reduction, Chonchoplasty, Turbinoplasty, FB removal, Diagnostic Nasal endoscopy

LARYNGOLOGY: Vocal polyp, Vocal nodules via MLS, Speech therapy, MLS biopsy, Tracheostomy

HEAD NECK SURGERY: Parotidectomy, Thyroidectomy, Lymphangioma excision, Sistrunk , SMG excision, Frenulectomy/Frenuloplasty, Adenotonsillectomy

Visiting hours of consultant 9-4:30 pm

Special Clinics :-

Location – Room number 16, OPD
Thursday – Vertigo clinic

Medicine department

- Location, Block-2
- 3rdFloor : 94 Beds

Special clinics: The department runs the following special clinics

- a) Rheumatology Clinic on Mondays during OPD times in Room 35
- b) NCD Clinic every day in Room 25
- c) Senior Citizen Clinic
- d) Cardiology clinic
- e) Nephrology clinic

Haemodialysis services are also available in the department of Medicine.

Paediatrics Department

- Location, Block-2
- 1st floor : SNCU
- 2nd floor : 42 beds (21 each unit)

- 3rd floor : PICU
- Services: Indoor admissions both indoor and outdoor.
- Consultant visiting time: 9:00 am to 4:30 pm.
- **SpecialClinics:**
 - Timings: 10 am to 12:00 pm
 - Wednesday and Saturday: Well baby clinic
 - Friday: Child Rehabilitation clinic
 - Tuesday: Child guidance clinic

**DEPARTMENT OF OBSTETRICS AND GYNAECOLOGY
OPD**

SR NO.	SITE	LOCATION
1	Registration	MCH Block, Ground floor Room No. 15
2	OPD Room	MCH Block, Ground floor Room No. 2,3,4

IPD (Bed Available – 50)

SR NO	SITE	LOCATION, BLOCK
1	Labor Ward	MCH Block, Ground Floor
2	Antenatal Ward	MCH Block, First Floor
3	Gynaecological Ward	MCH Block, Second Floor
4	Postnatal Ward	MCH Block, Second Floor

SPECIAL CLINICS

SR NO.	SITE	LOCATION	TIMING
1	High risk pregnancy	MCH Block, Ground floor Room No. 2,3,4	Daily
2	Infertility Clinic	MCH Block, Ground floor Room No. 4	Thursday 11am to 1pm
3	Cancer Screening Clinic	MCH Block, Ground floor Room No. 4	Friday 11am to 1pm
4	Post Partum Clinic	MCH Block, Ground floor Room No. 13	Daily
5	Family welfare Clinic	MCH Block, Ground floor Room No. 13	Daily

Services provided:

Round the clock indoor and outdoor services are provided to patients with obstetric and gynaecological disorders.

The labour area is well-equipped with CTG machines for foetal monitoring in high-risk pregnancies and multipara monitors for women.

Infertility, menopause, gynaecologic oncology, and high-risk pregnancy are among the special services provided by the department.

Services for cervical cancer screening and education are offered.

All family planning options are available.

The department has USG equipment for both gynaecological and antenatal surveillance.

As a part of commitment towards the National Family Planning program, the department has an active family planning unit, which offers all the modalities of reversible and permanent methods of contraception.

The department is efficiently handling GOI flagship programmes like JSSK, JSY, PMMVY, the Ayushman Bharat initiative, Family planning, and ICTC services.

The department keeps track of monthly data on hysterectomy, caesarean section, stillbirths, referral and maternal death.

Other facilities:

- Wheel chairs & Patient trolleys are available at entrance near emergency & MCH
- Physiotherapy services are available in hospital.
- Pharmacy available inside the hospital.
- Parking is available near entrance of main hospital gate.
- Canteen available near entrance of main hospital gate.
- Lifts, stairs & ramps are available for patients & Public.
- Signages & location guide maps are available near emergency main gate (block 1) & Block 2 .
- Security guards are available for security purposes in both Block1 & Block 2.